



JOB DESCRIPTION

Position Title: **Team Leader**

Working Title: **Communications Center Supervisor**

Class Code: 5600

Non-Exempt

EEO Code: 03

Effective Date: August 30, 2002

Major Function

Performs supervisory and technical duties to assure the effective operation of the Emergency Communications Center.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Performs supervisory duties, to include maintaining shift personnel and records applicable to the operation of the Emergency Communications Center. Initiates and/or effectively recommends to the Division Manager, hiring, termination, performance evaluation, disciplinary and/or commendatory actions for assigned personnel.

Supervises and instructs Emergency Communications Operators in the technical application of emergency dispatching and call processing for fire suppression, emergency medical services, animal control and other agencies as may be directed.

Operates Communications and computer consoles, master recorders, computer aided dispatch (CAD) systems, and all system controls of microwave, satellite receivers, encoders, computer terminals, and other sub-system equipment within the communications center and remote communications sites.

Answers emergency calls via 911, radio and other telephone lines, and provides emergency medical instructions as appropriate.

Answers telephone for the Department of Public Safety, Animal control, Water and Sewer Division and other County Departments after normal business hours and on weekends and holidays. Pages the appropriate on-call individual to respond to after hour calls.

Performs all necessary shift administrative duties, to include maintaining an intensive daily training program for assigned shift personnel and records applicable to the shift's operations.

Maintains ability to operate county switchboard, and answers switchboard calls as required. Answers telephone for Department of Public Safety, Animal Control, Water and Sewer Division, and other County Departments after normal business hours and on weekends and holidays. Pages the appropriate on-call individual to respond to after hour calls.

Maintains communication logs, emergency information files, and county geographic system records.

Performs on-call duty as required and carries pager while performing on-call duty.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Extensive knowledge of CAD system and communications procedures and operations plus operating procedures of agencies within the communications system. Considerable knowledge of county geography and road networks. Considerable knowledge of equipment assigned to the Public Safety Department's Communications Center. Knowledge of county personnel policies and divisional operating instructions.

Ability to react quickly and calmly to emergency situations and direct the efforts of assigned shift personnel. Ability to operate communications equipment. Ability to efficiently supervise a shift of communications personnel. Ability to operate communications equipment, typewriter and personal computers. Ability to communicate effectively both orally and in writing. Ability to use word processing computer programs and other software packages used in the operation of the Emergency communications center.

High School Diploma or GED and two (2) years of communications experience in the Public Safety field, or an equivalent combination of related training and experience.

Ability to type 35 correct words per minute.

Must possess and maintain a valid Florida Driver's License.

Must have successfully completed and remain certified in the Basic 40 hour APCO Telecommunicator Program.

Must successfully complete and remain certified in the 40 hour APCO Communications Supervisor Course.

Must successfully complete National Academy of Emergency Medical Dispatchers Course.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is an emergency communications center. Work is performed sitting at a dispatch console or desk. Position requires the ability to distinguish colors on a dispatch console and the ability to perform tasks requiring high levels of manual dexterity.

